



**Brighton & Hove  
City Council**

# **Ageing Well Recommission Market engagement event June 2024**

**David Brindley Public Health Programme Manager**

# Agenda

- **10.00**    **Welcome and introductions**
- **10:10**    **Brighton & Hove Ageing Well Service recommission**  
presentation from commissioner
- **10.35**    **Questions and tabletop discussion**
- **11.10**    **Procurement process**
- **11.30**    **Close**

# Context

- According to the 2021 census, the overall population of our city has only increased by 1.4% (3,800), since 2011, but:
  - The 65+ population has increased by 9.5%
  - There are 20% more adults aged 65 to 77 (4,341), and
  - 32% more adults aged 48 to 62 (13,826)
- 13,875 residents aged 66+ (38%) live alone, which is significantly higher than in the South-East (30%) and England (31%)
- There are approximately 9,271 older people living in income deprivation in our city (2019), 18.7% of all people aged 60 or over. This is the second highest proportion in the South-East region.

# Support to age well

- In 2018 BHCC and NHS Sussex tendered for a new citywide 'Ageing Well' service with a single point of contact
- The contract was awarded to a 'lead provider' - Impact Initiatives - who are responsible for sub- contracting partners (initially 7 now 10)
- Service started April 2019 –Undernutrition support and dementia psychosocial support were varied in during the first year
- Contract duration 4 years + 2 - contract expires March 31<sup>st</sup>, 2025
- Current contract is funded by Public Health (£452,657) and NHS Better Care Fund (£305k) Total = **£757,657 pa**

# Brighton & Hove Ageing Well Service

- The 11 Ageing Well partners offer a wide programme of services and activities which are all accessible via the 'Single Point of Contact' (SPOC)
- The SPOC links people up with the right support for their circumstances. It can be accessed by the individuals themselves, or by their carer's, or by health and care professionals.
- Activities available include centre- based groups & activities, befriending, Information and advice, Multi-cultural activities, LGBTQ specific activities, nutrition support, and psychosocial Activities for people living with dementia. The service also delivers an annual two-week Ageing Well festival to celebrate ageing.
- The total number of people accessing Ageing Well services has grown from **4,818** in the first year of delivery to **12,950** during year four, a **168%** increase
- <https://ageingwellbh.org/>

# Year 4 highlights

- 12,950 contacts with older people – 3,594 were new to Ageing Well
- 1,288 people linked in with services and activities via the single point of contact, a 49% increase from year 3
- 2,423 group activities delivered
- Over 200 people received support with food and nutrition
- 966 people accessed information and advice
- 440 people in receipt of befriending - 1:1 and group befriending
- 281 people living with Dementia accessed psychosocial activities through the partnership
- Over 4,000 people attended 113 events at the 2-week Ageing Well festival

# Pandemic response

- Ageing Well demonstrated the benefits of having an integrated service to support people as they age with access via a single 'front door'
- The service was able to flex delivery through a combination of telephone, postal, online and doorstep support and became the central point for food and meal support for anyone aged 50+
- The service also:
  - Produced a directory of services which was updated weekly
  - Additional Single Point of Contact capacity
  - Additional support to access food and meals
  - Supported people to get online
  - Hand delivered weekly activity packs to residents

# Challenges

- Covid lockdowns impacted significantly on the physical deconditioning and mental health of people accessing the service.
- Increasing health and care need and complexity amongst the people accessing Ageing Well, and increasing demand, with numbers rising year on year.
- There has been no inflationary uplift over the contract duration
- It has taken time and effort to establish one 'umbrella' service.
- As a 'universal' primary prevention service It has been difficult to demonstrate that it is effectively reaching the people who are most at risk of a decline in their wellbeing.



# Recommission

- We are proposing to recommission Ageing Well for a further six years (4 + 2) through an open tender process.
- The maximum value of the new contract will be **£3,317,742** (£552,957 pa).
- The quality/cost split for scoring will be 80/20
- This recommission can offer a high level of social value and this is reflected in 25% of the 'quality' scoring being for social value
- The new specification needs to reflect both the learning from the current service and the significant difference in funding while avoiding a reduction in impact
- The current model will need to change and adapt to continue to successfully meet the needs of our older population.

# Draft aims/objectives of new service

- Reduce loneliness and social isolation, promote good health and wellbeing, and support people to remain independent.
- Connect people aged 50 and over to primary prevention activities which improve and maintain their health & wellbeing.
- Provide a citywide service proportionate to need and tackle inequalities.
- Work to ensure there is an equitable delivery/offer of service activities across the city and address any gaps.
- Use community development approaches to outreach and engage with those identified as being most at risk of a decline in their independence and wellbeing.
- Involve older adults in the design and delivery of the service.

# New service delivery

- The new service will build on the best elements of the existing service and maintain the current identity. The name of the service will remain **Ageing Well** to continue to build brand awareness in the city.
- The service will comprise two clear elements of delivery. These are: **‘a connection hub’**, and **‘evidence-based activity provision to support health & wellbeing’**.

## Ageing Well will:

- **‘Make Every Contact Count’** by proactively identifying people in contact with the service who need specialist health and care support and take positive action to link them with appropriate local services.
- Be an **Age and Dementia Friendly** service. All partners will be required to sign up to the BHCC age and dementia friendly business recognition scheme.
- Continue to deliver the annual two week **Ageing Well festival**.
- Deliver an **annual conference** to promote and showcase best practice in the city.

# Ageing Well connection hub

- Have a **single point of contact** which is accessible to both professionals and members of the public, providing information, signposting and support.
- Lead and coordinate **community development outreach work** to identify and engage people aged 50+ most at risk of a decline in their health & wellbeing
- Offer a clearly accessible **advice service**
- Ageing Well will support the developing **Integrated Community Teams (ICTs)** by having named place-based leads for the four areas who will liaise with ICT leads to engage and identify with individuals who would benefit from Aging Well support.
- Work with commissioned and non-commissioned providers in the city to ensure there is **equitable provision of primary prevention support** for people aged 50+ in Brighton & Hove
- **Represent and advocate** for the needs of people aged 50+ at strategic partnership steering groups and boards in Brighton & Hove
- Provide and coordinate a **volunteer 'buddy' programme**. The role of the volunteer buddies will be to support people aged 50+ lacking confidence to access primary prevention activities.

# Ageing Well activity provision

- Activities will be **provided equitably** across the four ICT areas of the city, proportionate to need. Where gaps or over provision are identified the service will flex delivery in response.
- Activities must be **easily accessible by public transport** and participants supported to access this transport with clear information.
- Ageing Well will offer a range of **evidence-based activities** which will improve and maintain independence and support health & wellbeing. These activities will include:
  - Arts and crafts and other creative activities – including dance, drama, and singing.
  - Community-based physical activity programmes including strength and balance.
  - Digital support
  - Intergenerational activities - particularly those that challenge ageism and stereotypes about ageing.
  - Hobbies and interests - education, and other learning opportunities.
  - Befriending
  - Support to reduce undernutrition in later life.

# Alignment to Strategic Priorities and Outcomes

Provision of Ageing Well is linked to the core priorities of both Brighton and Hove City Council, and NHS Sussex, which include:

- **Brighton and Hove Joint Health and Wellbeing Strategy 2019-2030** – high level outcomes for the strategy – starting, living, ageing and dying well, with the ambition for Brighton and Hove in 2030 is that: People will live more years in good health (reversing the current falling trend in healthy life expectancy). The gap in healthy life expectancy between living in the most and least disadvantaged areas of the city will be reduced.
- **Health and Adult Social Care Delivery Strategy 2023-2027** - which has seven priorities, regarding supporting people to live healthy, happy and fulfilling life; neighbourhood teams; information and advice; safe practice to deliver health and wellbeing outcomes; invest in work force; and utilise digital, data and technology to improve efficiency and best use of resources.
- **A better Brighton & Hove for all- BHCC plan 2023 – 2027** Living and Ageing Well objective to; ‘support people to age well and make Brighton & Hove an age and dementia friendly city’
- **NHS Sussex, Improving Lives Together Shared Delivery Plan** – this strategy sets out the ambition of the Sussex Health and Care System to improve the lives of people living across Sussex now and in the future and working differently with communities to make this happen. Wanting people to thrive and be the best that they can be; to be healthier and feel supported and have the best possible services available to them when needed.

# Evidence & engagement

- Joint Strategic Needs Assessment <https://www.brighton-hove.gov.uk/joint-strategic-needs-assessment-jsna>
- Equality Impact Assessment – being refreshed
- National Institute of Health and Care Excellence <https://www.nice.org.uk/guidance/ng32>
- Engagement with the current providers
- Engagement by local providers
- Engagement with current and potential providers today
- Office Health Improvement and Disparities SE conference
- Housing care and Wellbeing lead member and Ageing Well lead member

# Timetable

- Cabinet approval – July 18<sup>th</sup>
- Tender out – August 19<sup>th</sup>
- Tender back September 20<sup>th</sup>
- Moderation & clarification – October 13<sup>th</sup>
- Implementation period – 01/12/24 – 31/03/24
- Contract award and standstill period - November
- New contract start – 01/04/25



# Questions and tabletop discussion

- What are your first thoughts on what you have heard?
- How realistic is this proposal on reduced funding?
- Is there anything missing?
- Is there anything which could be taken out?
- What do you think the budget split should be between the connection hub and activity provision?

# How to Apply

The application process will be online

Register as soon as possible on the South East Shared Service Procurement Portal

**<https://in-tendhost.co.uk/sesharedservices.aspx/Home>**

## Welcome to the SE Shared Services eSourcing Portal

From this web site you can

- View a list of tenders/contracts/quotations.
- View information on contracts that have already been awarded.
- Express interest in a particular tender or quotation.
- Receive tender and/or quotation documentation.
- Safely return your tender or quotation documents.
- Send and receive correspondence.

How do I get started?

- To browse the list of tenders and quotations select the **Tenders** option. If you are interested in any of those listed, click the **View Details** button for further information and to express your interest.
- To gain full access to this web site you must register your company/organisation using the **Register** option.
- When your registration has been accepted, you will receive an email containing your Login Information.
- Once you have received your Login Information, or if you are already a registered user, select the **Login** option.

For more information on using the web site select the **Help** option.

## Login

[Login](#)[Forgotten  
Details](#)

**NOTE:** Please be aware that failure to provide correct login information three times will result in your account being locked

[Register](#)[in-community](#)

Home Help/Guidance Documents Messages Tenders Contracts Company Details Help Logout

Welcome to the SE Shared Services

You currently have:

- 12 pieces of unread correspondence

What do I do next?

- To see a list of all tenders you are involved in click **My Tenders** under **Tenders**. This is where you will be able to view any documents you have been sent, make your return and check your progress on the tender
- To express interest in a tender click the **Tenders** button from the menu bar at top of the page. From here you will have access to a list of tenders. Select the **View Details** button and from here you can express interest via the **Express Interest** button
- To view the history of your correspondence click the **Messages** button.
- To send correspondence click the **Messages** button and select **Send Correspondence**.

User ID: 1414446838959  
User: BHCC Procurement  
Company: BHCC

Logout

in-community

## Tenders

### Search

- ☐ My Tenders ☒ Current  
☐ Forthcoming ☐ Show all..

Once live, the tender will be accessible here.  
You will need to search for the project, click 'View Details' and then click the 'Express Interest' button.

Tender Documents Received - Main	Description	Options
Schedule 1 - Service Specification PHF.docx	Service Specification	<a href="#">View</a> <a href="#">Download</a>
Schedule 2 - Short Form Services Contract PHF.docx	Contract Terms and Conditions	<a href="#">View</a> <a href="#">Download</a>
Schedule 3 - ITT Guidance PHF (2).docx	ITT Guidance	<a href="#">View</a> <a href="#">Download</a>
Schedule 4 - Pricing Schedule PHF.xlsx	Pricing Schedule	<a href="#">View</a> <a href="#">Download</a>
Appendix 1 - Council cemetery, crematorium and burial grounds.xlsx	Council cemetery, crematorium and burial grounds	<a href="#">View</a> <a href="#">Download</a>
Appendix 2 - Document 2A Economic and Financial Standing Criteria.docx	Document 2A Economic and Financial Standing Criteria self-assessment	<a href="#">View</a> <a href="#">Download</a>
Appendix 3 - Clarifications & Responses from BHCC - 037137.xlsx	Clarifications & Responses from tender BHCC - 037137	<a href="#">View</a>

Once you have expressed an interest, you will see a list of tender documents under the ITT tab.

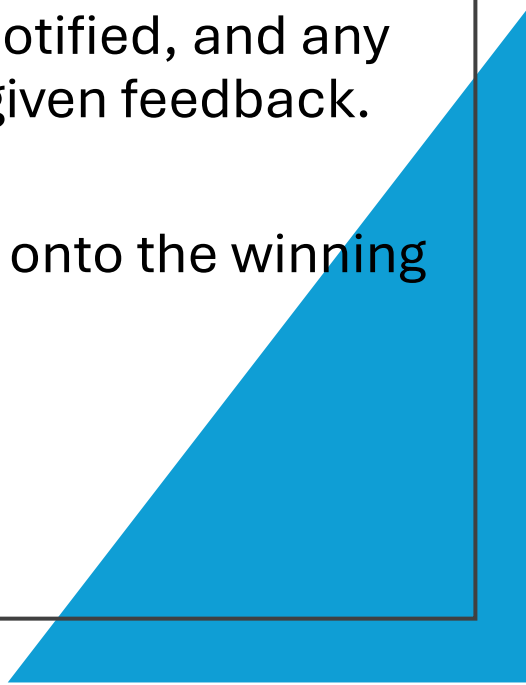
You must complete all mandatory sections in red, plus upload any applicable documents.

When you have completed all required steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns at this stage. Your last return will supersede any previous returns.

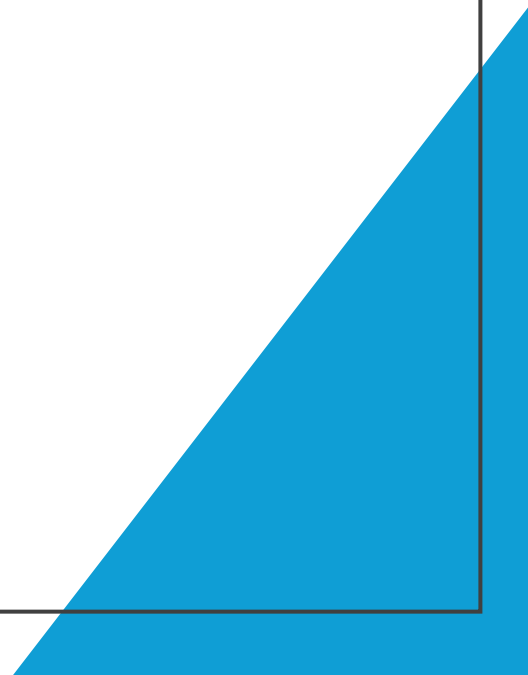
My Tender Return - Main	Description	Options
Evaluation	Not Started	<a href="#">View Questionnaire</a>
Standard Selection Questionnaire Part 1: Your information V2	Not Started	<a href="#">View Questionnaire</a>
Standard Selection Questionnaire Part 2: Exclusion Grounds V2	Not Started	<a href="#">View Questionnaire</a>
Standard Selection Questionnaire Part 3: Selection Questions V3 NO CRP	Not Started	<a href="#">View Questionnaire</a>
Environmental	Please attach your Environmental or Sustainability Policy here.	<a href="#">Upload Document</a>
Equality & Diversity	Please attach your Equality and Diversity policy here.	<a href="#">Upload Document</a>
Evaluation	Please attach your organisational chart here.	<a href="#">Upload Document</a>
Financial	Please attach your completed Economic and Financial Standing self-assessment (Appendix 2) here.	<a href="#">Upload Document</a>

# The Scoring Process

- A panel will individually evaluate your bids
  - The panel will meet with procurement and moderate the scores
  - The preferred bidder will be selected and notified, and any unsuccessful bidders will be notified and given feedback.
  - There will be a 10 day standstill period
  - The contract will be formed and forwarded onto the winning supplier for signing
- 
- A blue triangular graphic is located in the bottom right corner of the slide, pointing upwards and to the left.

# TUPE

Transfer of Undertakings (Protection of Employment)

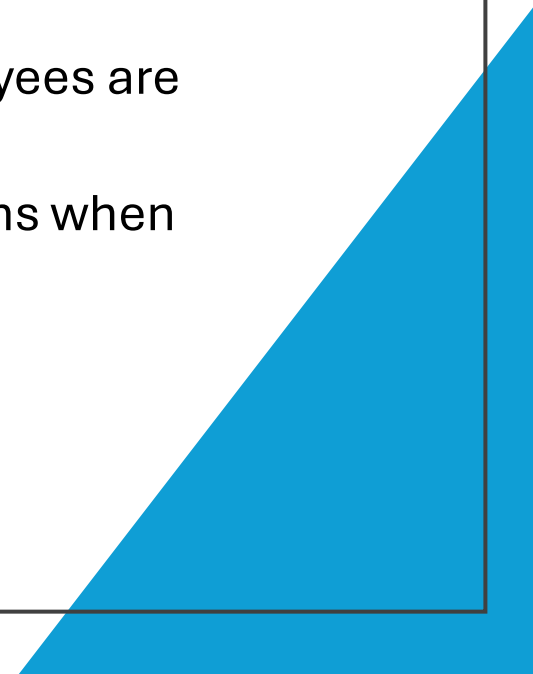


# What is TUPE?

TUPE applies to employees of businesses in the UK and may be relevant when a contract ends and the service is then undertaken by a new contractor.

There may be circumstances where existing employees are transferred to the new contractor.

Bidders should consider potential TUPE implications when preparing their bids.





# How it applies to Ageing Well

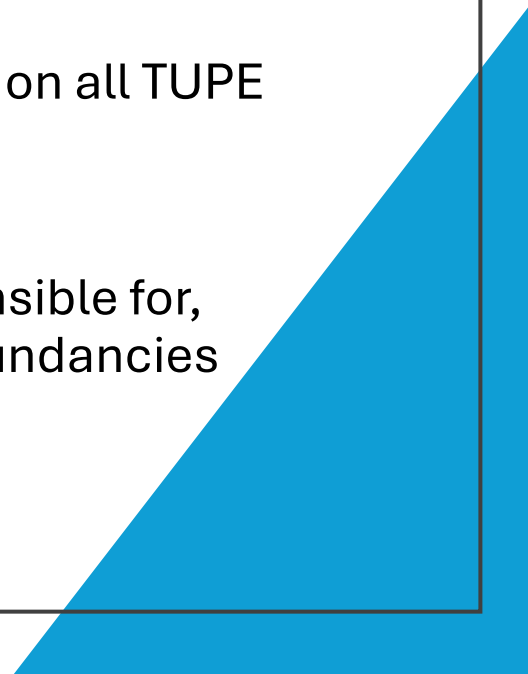
- To receive TUPE information, you will need to fill out the Non-Disclosure Agreement and send a signed copy to us via SE Shared Services
- You will then be sent the TUPE data – this is a spreadsheet containing relevant information about staff working in the existing service.

# How it applies to Ageing Well

Bidders' pricing models must include the costs associated with any relevant TUPE transfer of the employees.

Bidders will be expected to deal with the incumbent on all TUPE issues that may arise.

If applicable, the new service provider will be responsible for, including meeting the costs of, any subsequent redundancies that may occur because of the transfer.



Any questions?

